

CLAIMS:

- 1 A method of producing operational information
 regarding the operation of a networked system, the
5 system including entities arranged to communicate
 over the network, the method including the steps of:
 obtaining system configuration information regarding
 the configuration of the system; continuously
 monitoring activity of the system to obtain system
10 activity information; and
 combining the system configuration information with
 the system activity information to obtain real time
 operational information.
- 2 A method according to claim 1 wherein the system
15 configuration information includes details of the
 topology of the system.
- 3 A method according to claim 1 wherein the system
 configuration information is obtained from a
 controller of the networked system.
- 20 4 A method according to claim 1 wherein the step of
 monitoring system activity information further
 includes the step of monitoring network traffic.
- 5 A method according to claim 4 wherein the network
 traffic monitored is that addressed to or from a
25 controller of the network.
- 6 A method according to claim 4 wherein the network
 traffic is monitored at a node of the network which
 connects the controller to the network.
- 7 A method according to claim 1 further including the
30 step of combining entity status information with the
 system configuration information and the system
 activity information.
- 8 A method according to claim 7 wherein the step of

obtaining entity status information further includes the step of interrogating an entity connected to the network.

- 9 A method according to claim 8 wherein the address of
5 the interrogated entity is obtained from the system activity information.
- 10 A method according to claim 1 wherein the system activity information includes call signalling data.
- 11 A method according to claim 1 wherein the entities
10 include multi-media devices.
- 12 A method according to claim 1 wherein the entities include IP telephones or gateways.
- 13 A method according to claim 1 wherein the operational information produced includes information regarding
15 current calls.
- 14 A method according to claim 13 wherein the information regarding current calls includes quality of service.
- 15 A method according to claim 1 wherein the operational
20 information produced includes information regarding current status of entities.
- 16 A method according to claim 1 wherein the operational information produced includes information regarding route availability.
- 25 17 A method according to claim 1 wherein the operational information produced includes the delay to obtaining a dial tone.
- 18 A method according to claim 1 further including the step of controlling the system based on the
30 operational information.
- 19 A method according to claim 1 further including the step of graphically presenting an overview of the operational information.

- 20 An apparatus for producing operational information
regarding the operation of a networked system, the
system including entities arranged to communicate
over the network, the apparatus including:
- 5 obtaining means for obtaining system configuration
information regarding the configuration of the
system;
monitoring means for continuously monitoring activity
of the system to obtain system activity information;
- 10 and
combining means for combining the system
configuration information with the system activity
information to obtain real time operational
information.
- 15 21 An apparatus according to claim 20 wherein the system
configuration information includes details of the
topology of the system.
- 22 An apparatus according to claim 20 that is arranged
to obtain system configuration information from a
20 controller of the networked system.
- 23 An apparatus according to claim 20 wherein the
monitoring means is arranged to obtain system
activity information by monitoring network traffic.
- 24 An apparatus according to claim 23 wherein the
25 monitoring means is arranged to monitor network
traffic monitored that is addressed to or from a
controller of the networked system.
- 25 An apparatus according to claim 23 wherein the
monitoring means is arranged to monitor network
30 traffic at a node of the network which connects a
controller of the networked system to the network.
- 26 An apparatus according to claim 20 wherein the
combining means is further arranged to combine entity

status information with the system configuration information and the system activity information.

- 27 An apparatus according to claim 26 wherein the entity
status information is obtained by interrogating an
5 entity connected to the network.
- 28 An apparatus according to claim 27 wherein the
address of the interrogated entity is obtained from
the system activity information.
- 29 An apparatus according to claim 20 wherein the system
10 activity information includes call signalling data.
- 30 An apparatus according to claim 20 wherein the
entities include multi-media devices.
- 31 An apparatus according to claim 1 wherein the
entities include IP telephones or gateways.
- 15 32 An apparatus according to claim 20 wherein the
operational information produced includes information
regarding current calls.
- 33 An apparatus according to claim 32 wherein the
information regarding current calls includes quality
20 of service.
- 34 An apparatus according to claim 20 wherein the
operational information produced includes information
regarding current status of devices.
- 35 An apparatus according to claim 20 wherein the
25 operational information produced includes information
regarding route availability.
- 36 An apparatus according to claim 20 wherein the
operational information produced includes the delay
to obtaining a dial tone.
- 30 37 An apparatus according to claim 20 further including
control means for controlling the system based on the
operational information.
- 38 An apparatus according to claim 20 further including

presentation means for presenting an overview of the operational information.

39 A computer program arranged to instruct a computing
system to implement a method in accordance with claim
5 1.

40 A computer program arranged to instruct a computer
system to operate as an apparatus in accordance with
claim 20.

41 A computer readable medium providing a software
10 program according to claim 39.

42 A computer readable medium providing a software
program according to claim 40.